

2. CONTRACT NUMBER	3. SOLICITATION NUMBER CLK08000065	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)	5. DATE ISSUED 01/30/2008	6. REQUISITION/PURCHASE NUMBER
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7. ISSUED BY CL002 Clerk of the House H-154, Capitol Washington, DC 20515  TEL: ( ) - ext.                      FAX: ( ) - ext.	CODE CL002	8. ADDRESS OFFER TO (If other than item 7)
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NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".

**SOLICITATION**

9. Sealed offers in original and 7 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in B-61, Cannon until 2:00 PM local time 04/03/2008  
(Hour) (Date)

CAUTION - LATE submissions, Modifications, and Withdrawals: See Section L. All offers are subject to all terms and conditions contained in this solicitation.

10. FOR INFORMATION CALL:	A. NAME V. Anne Tugbang	B. TELEPHONE (NO COLLECT CALLS) AREA CODE    NUMBER    EXT. 202            225-7000	C. E-MAIL ADDRESS
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**11. TABLE OF CONTENTS**

(X)	SEC.	DESCRIPTION	PAGE(S)	(X)	SEC.	DESCRIPTION	PAGE(S)
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
X	A	SOLICITATION/CONTRACT FORM	1	X	I	CONTRACT CLAUSES	21-23
X	B	SUPPLIES OR SERVICES AND PRICES/COSTS	2-3	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.			
X	C	DESCRIPTION/SPECS./WORK STATEMENT	6-9	X	J	LIST OF ATTACHMENTS	attachec
X	D	PACKAGING AND MARKING	10	PART IV - REPRESENTATIONS AND INSTRUCTIONS			
X	E	INSPECTION AND ACCEPTANCE	11	X	K	REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS	24-25
X	F	DELIVERIES OR PERFORMANCE	12-14				
X	G	CONTRACT ADMINISTRATION DATA	15-18	X	L	INSTRS., CONDS., AND NOTICES TO OFFERORS	26-31
X	H	SPECIAL CONTRACT REQUIREMENTS	19-20	X	M	EVALUATION FACTORS FOR AWARD	32-33

**OFFER (Must be fully completed by offeror)**

12. In compliance with the above, the undersigned agrees, if this offer is accepted within \_\_\_\_\_ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. DISCOUNT FOR PROMPT PAYMENT (See Section I)	10 CALENDAR DAYS (%)	20 CALENDAR DAYS (%)	30 CALENDAR DAYS (%)	CALENDAR DAYS (%)
14. ACKNOWLEDGMENT OF AMENDMENTS (the offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):	AMENDMENT NO.	DATE	AMENDMENT NO.	DATE

15A. NAME AND ADDRESS OF OFFEROR	CODE	FACILITY	16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)
15B. TELEPHONE NUMBER AREA CODE    NUMBER    EXT.		<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.	17. SIGNATURE

**AWARD (To be completed by Government)**

19. ACCEPTED AS TO ITEMS NUMBERED	20. AMOUNT	21. ACCOUNTING AND APPROPRIATION	
22. [BLANK] <input type="checkbox"/> [BLANK]	<input type="checkbox"/> [BLANK]	23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)	ITEM
24. ADMINISTERED BY (If other than Item 7)	CODE	25. PAYMENT WILL BE MADE BY	CODE
26. NAME OF CONTRACTING OFFICER (Type or print)		27. U.S. HOUSE OF REPRESENTATIVES (Signature of Contracting Officer)	28. AWARD DATE

IMPORTANT - Award will be made on this Form or by other authorized official written notice.

**Line Item  
Summary**

**Document Number**  
CLK08000065

**Title**  
Document Production - LRC

**Page**  
2 of 33

Line Item Number	Description	Delivery Date (Start Date to End Date)	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Discounts)
0001	Removal of Existing Printers		1.00	ea	\$ _____	\$ _____
0002	Replacement of the Canon iR110 High Speed Printer		1.00	ea	\$ _____	\$ _____
0003	Replacement of the Canon iR105 Black and White Printer with a Color Printer		1.00	ea	\$ _____	\$ _____
0004	Training of the LRC Staff		1.00	ea	\$ _____	\$ _____
0005	1st Year Maintenance - Black and White Copier		12.00	ea	\$ _____	\$ _____

<b>Line Item Summary</b>	<b>Document Number</b> CLK08000065	<b>Title</b> Document Production - LRC	<b>Page</b> 3 of 33
--------------------------	---------------------------------------	---	------------------------

Line Item Number	Description	Delivery Date (Start Date to End Date)	Quantity	Unit of Issue	Unit Price	Total Cost (Includes Discounts)
0005AA	1st Year Maintenance - Excelerated for "In Session Hours"		1.00	ea	\$ _____	\$ _____
0006	1st Year Maintenance - Color Copier		12.00	ea	\$ _____	\$ _____
0006AA	1st Year Maintenance - Excelerated for "In Session Hours"		1.00	ea	\$ _____	\$ _____

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 4 of 33
---------------------	------------------------------------	--	--------------

TABLE OF CONTENTS

SECTION C -- Descriptions and Specifications	6
C.1 Statement of Work	6
SECTION D -- Packaging and Marking	10
D.1 Payment of Postage and Fees	10
D.2 Packaging	10
SECTION E -- Inspection and Acceptance	11
E.1 Failure to Perform	11
E.2 Inspection and Acceptance	11
SECTION F -- Deliveries or Performance	12
F.1 Notice to the House of Delays	12
F.2 Suspension and Debarment	12
F.3 Liquidated Damages	13
F.4 Payment for Non-Performance	13
F.5 Place of Performance	13
F.6 Termination	13
SECTION G -- Contract Administration Data	15
G.1 Modifications	15
G.2 Invoices	15
G.3 Invoice Follow-ups	15
G.4 Authorized House Representatives	15
G.5 Authorized Contractor Representative	17
G.6 Delegation of Authority	17
G.7 Remittance Address	18
SECTION H -- Special Contract Requirements	19
H.1 Information Security	19
H.2 Benefits to Members of Congress	19
H.3 News Releases	19
H.4 Warranty	19
H.5 Government Liability	20
H.6 Payment for Non-performance	20
H.7 Incidental Services, Travel, and Expenses	20
SECTION I -- Contract Clauses	21
I.1 Authorized Changes Only by the Contracting Officer	21
I.2 Observance of Laws	21
I.3 Disputes	21
I.4 Availability of Funds	21
I.5 Release of Claims	21
I.6 Order of Precedence	22
I.7 Tax Exemption	22
I.8 Compliance with All Laws	22
I.9 Liability of the House	22
I.10 Liability of the Contractor	22
I.11 Termination	22
I.12 Gratuities	22
I.13 Assignment	23
I.14 House Rules	23
I.15 Patent Infringement	23
I.16 Payments	23
SECTION K -- Representations, Certifications and Other Statements of Offerors	24
K.1 General Requirements	24
K.2 Quality Information	24
K.3 Eligibility for Award	24
K.4 Period for Acceptance of Proposal	24
K.5 Dun & Bradstreet Number	24
K.6 Authorized Company Officials	24
K.7 Signature	25
K.8 General Services Administration Schedule or Government-Wide Acquisition Contract	25

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 5 of 33
---------------------	------------------------------------	--	--------------

	Certification	
SECTION L --	Instructions, Conditions and Notices to Bidders	26
L.1	Submissions	26
L.2	Delivery of Proposals - Hand Deliveries	26
L.3	Late Submissions and Revision of Proposals	26
L.4	Acknowledgement of Amendments to Solicitations	27
L.5	Information Distribution and Contacts	27
L.6	Restriction on Disclosure and Use of Data	27
L.7	Content of Proposals	27
SECTION M --	Evaluation Factors for Award	32
M.1	Evaluation Factors for Award	32
M.2	Contract Award	32
M.3	Evaluation of Quotes	32

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 6 of 33
---------------------	-----------------------------	---	--------------

## SECTION C -- DESCRIPTIONS AND SPECIFICATIONS

### C.1 STATEMENT OF WORK

#### Background

The Legislative Resource Center (LRC) within the Office of the Clerk of the House of Representatives assists with the dissemination of legislative information and records of the U.S. House of Representatives to Congressional entities and the public. The Legislative Resource Center provides centralized access to all public disclosure documents originated and produced by the House of Representatives. In addition, the Public Information section within the LRC provides printing services in support of the business needs of the House of Representatives. Most of the printing services provided is in support of the Immediate Office of the Clerk, Members of Congress and House Committees. However, support is also provided to the Chief Administrative Officer, the Sergeant at Arms, and other House administrative offices as requested.

Printing requests vary in size, volume, and frequency; but almost all requests must be completed and delivered within a very short period of time. Miscellaneous requests such as brochures may require finishing features such as binding, stapling, trimming, drilling (hole punching), inserting pre-printed material, or utilizing various grades of paper stock for each copy. Requests for daily high volume jobs, such as House Committee hearings, House bills, and House reports may result in upwards of 100,000 printed pages per month. Currently, 80% of all requests are for high volume print jobs and must be printed the same day.

Daily print jobs are received electronically in postscript format. Semi-annual and ad-hoc reports can be received electronically either in a PDF format, word processing document with jpeg or tiff graphics inserted in the documents, or in hard copy form. House Committee hearings are printed on demand and are routed directly to the high speed printer from the Office of Official Reporters. Smaller or ad-hoc print jobs are hand delivered or emailed to the Document Production staff and managed from their individual workstations. Depending on printing demands or requirements of the print job, the document can be routed to other printers on the network.

LRC currently uses two production printers to provide internal printing services for its customers. The main printer is a Canon imageRunner 110 (Canon iR110) which produces black and white documents at a rate of 110 pages per minute. This printer is used for producing high volume print jobs or publications that require finishing features such as saddle stitch finishing, corner stapling, double stapling, the addition of covers using 90 pound cover stock or inserting pre printed materials within a single print job. The secondary printer is a Canon imageRunner 105 (Canon iR105). The Canon iR105 is also a black and white printer that produces 105 pages per minute. This printer is used for producing smaller documents and also serves as a backup printer to the Canon iR110. Documents that are printed on the iR105 may require finishing features such as saddle stitch finishing, corner stapling, double stapling and three-hole drilling. Both printers reside in the same limited work area within LRC. The Canon iR110 printer also serves as a backup printer in the production of reports from the Legislative Information Management System (LIMS). LIMS currently uses a Xerox DocuTech 6180 printer as its main printer. LIMS produces high volume reports weekly and periodically, upon request, at other times of the year. The Congressional Budget Office (CBO) bill tracking report is printed every Monday and the Legislative Activity Guide (LAG) reports are produced periodically throughout the year. The Canon iR110 printer is used to print these reports when the Xerox DocuTech 6180 printer is unavailable.

#### Purpose

The Canon iR110 no longer meets the requirements of The Office of Clerk. The current controller configuration does not provide the needed functionality to allow the operators to set up printer queues with specific print specifications. Print jobs that are sent remotely are sent to one print queue and automatically printed. If jobs are to be held for printing at a later date, the operator must intervene before the job is printed. This greatly reduces the overall effectiveness of print production operations. To meet expanding needs of the Office of the Clerk, the LRC desires to replace the Canon iR105 with an upgraded color equivalent that has equal or greater print quality and capabilities.

LRC provides on demand printing services throughout the legislative session, including time beyond the normal business hours. Normal service and maintenance on each of the printers will require on-call maintenance service and a response time within 4 business hours. The House reserves the right to exercise "In Session Hours" which require a maximum of 2 business hours response time and require a 24/7 response during said period. The House will provide as much notice as possible to the Contractor of need to exercise "In Session Hours".

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 7 of 33
---------------------	-----------------------------	---	--------------

"In Session Hours" are defined as those periods when the House is in session for an expanded period of time and the LRC requires an accelerated response time - 2 hours versus the normal 4 business hours.

### Description of Work

The Legislative Resource Center (LRC) wishes to improve its printing services by removing two of their main production printers; 1) the Canon iR110 and 2) the Canon iR105 and replacing them with printers with improved performance and technology features. This requires Contractor support in four (4) task areas:

1. Remove the Canon iR110 printer and the Canon iR105 printer from the premises.
2. Deliver and install a new high speed black and white printer to replace the Canon iR110 printer and provide technical support and maintenance to the operating system, print production software and print production equipment.
3. Deliver and install a new color printer to replace the Canon iR105 printer and provide technical support and maintenance to print software and equipment.
4. Train of up to five (5) LRC staff members on the operation of both replacement printers, print production software and any attached peripheral equipment.

### Tasks

#### Task 1: Removal of Existing Printers

The Contractor shall do whatever is required to remove the Canon iR110 and the Canon iR105 printers from the LRC printing work area. If disassembly of either printer is required prior to removal, the Contractor will be responsible for such disassembly. The Contractor will be responsible for removing the printer from the premises. Prior to such removal, the Contractor shall provide a schedule of events including a timeline for such removal. The House COR must approve the schedule for removal prior to the Contractor beginning any portion of the removal. Due to the volume of work and the impact to the House, the removal and subsequent installation must be performed within a recess period (e.g. August or December.)

#### Task 2: Replacement of the Canon iR110 High Speed Printer

The Contractor will replace the Canon iR110 black and white printer with a high speed production black and white printer that meets all environmental and electrical requirements specified as a result of any pre-proposal determinations. The printer must physically fit within the work area whereby all access doors and panels have sufficient room to open fully and allow technicians and operators to perform their duties without restrictions. The printer must meet all mandatory specifications as outlined in the printer requirements document in Appendix A. This printer is expected to be operational 24/7 - particularly during "In Session Hours", so it is mandatory this printer be robust with an absolute minimum of down time for unscheduled mechanical or technical reasons. It is requested that the Contractor provide regular maintenance and repair service for the printer by a team of certified technicians with no less than two years of service experience on the equipment being purchased and who can meet the legislative work schedule of the operators of this equipment. Therefore, the Contractor is expected to furnish a proposed maintenance plan outlining the ability to provide 24/7 onsite technical and mechanical user support for the printer with a maximum four hour normal response time for each incident and two hour response time when the House exercises the "In Session Hours" option. In addition, the Contractor must be able to offer a minimum of two preventative maintenance service calls per month within their service contract. It is required that the Contractor have all parts and equipment located within a 150 mile radius of the Washington Metropolitan area.

This printer must be accompanied by a controller and associated software that allows ease of operation for the operators. The software must allow the operators to set up separate print queues based on print job specifications.

#### Task 3: Replacement of the Canon iR105 Black and White Printer with a Color Printer

The Contractor will replace the Canon iR105 black and white printer with a color printer that meets all environmental and electrical requirements specified as a result of any pre-proposal determinations. The printer must physically fit within the work area whereby all access doors and panels have sufficient room to open fully and allow technicians and operators to perform their duties without restrictions. The printer must meet all mandatory specifications as outlined in the printer requirements document in Appendix B. This printer is expected to be operational 24/7, so it is mandatory that this printer be robust with an absolute minimum of down time. It is requested that the Contractor provide regular maintenance provide regular maintenance and repair services for the printer by a team of certified technicians with no less than two years of service experience on the equipment being purchased and who can meet the legislative work schedule of the operators of this equipment. A maintenance plan is requested, outlining their ability to provide 24/7 onsite technical and mechanical user support for the printer with a maximum four hour normal response time and two hours response time when the House exercises the "In Session Hours" option. In addition, the Contractor must be able to offer a minimum of two

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 8 of 33
---------------------	------------------------------------	--	--------------

preventative maintenance service calls per month within their service contract. It is required that the Contractor have all parts and equipment located within a 150 mile radius of the Washington Metropolitan area.

**Task 4: Training of LRC Staff**

The Contractor will provide on site training for up to five (5) employees for each printer. In addition, the Contractor will provide printed and/or electronic training manuals for each trainee with an additional electronic copy for future training purposes.

**Excelerated Maintenance for "In Session Hours"**

The Office of Legislative Resources will provide as much notice as possible to the Contractor of need to exercise "In Session Hours". The House may excercise the option to exceletrate the level of maintence from a maximum of four (4) hour response time to two (2) hour response time with a need to be operational 24/7.

**Late Delivery of Maintenance / Equipment Downtime During "In Session Hours"**

**Late Delivery of Maintenance**

The continuity of House operations depends on the services provided by the Offeror. It is imperative that the Offeror meet the required maintenance timeframes. The House imposes the following penalty schedule for the late delivery of maintenance beyond the standard 4 hour timeframe. (This does not apply if the House is the cause of the delay.)

<b>Hours delayed beyond scheduled timeframe</b>	<b>Penalty</b>
2 business hours	\$100.00
4-6 business hours	\$200.00
8 or more business hours	25% cost of month's maintenance fee

The House requires that the Offeror provide detailed information regarding the escalation procedures or steps it takes when maintenance service is late. Explain the procedure for notifying the House on the status of the escalation. State how often status updates will be provided.

**Equipment Downtime**

<b>Hours down after initial service call</b>	<b>Penalty</b>
8 hours / 1 business day	\$150.00
2 business days	\$500.00
3 or more business days	50% cost of month's maintenance fee

**Post Implementation - "In Session Hours"**

**Service and Maintenance**

Describe your local service force, including a description of service locations and how this enables you to meet or exceed the House's Requirements.

If the Offeror uses subcontractors for the maintenance, the Offeror shall describe the relationship and oversight performed. Additionally, provide any information that the Offeror feels is important relating to other projects of similar size and scope where the Offeror has worked in a similar relationship with the other organization.

**Outage Resolution Reporting**

The House requires the Offeror to provide a report to a House Representative within three business days of any disruption. The report should contain the nature of the problem, a step-by-step account of the resolution process, and any specific changes in software, hardware, or procedures that will minimize the chances of a recurrence. The House requires that at least one executive-level representative from the Offeror's organization review and sign the report prior to release to the House. State how you will comply with this requirement.

**Service Restoration**

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 9 of 33
---------------------	------------------------------------	--	--------------

State your Mean Time to Repair (MTTR) for service outages. Provide examples based on different types of service disruptions. In addition, you may state any other parameters that you use in accounting for service restoration.

**Trouble Reporting**

List, in a step-by-step format, your response upon receipt of a trouble report. The House requires the Offeror to provide status to the House within 2 hours of the initial trouble report and every hour thereafter until the resolution of the problem. Describe your procedures for keeping the House informed of the progress and status of outstanding problems. Include problem escalation procedures. Describe how these procedures meet or exceed the House Requirements. The House requires the final escalation path - to include notification lists with names, titles, and contact information - within 30 business days following the contract award. The House should be notified of any changes to this escalation path.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 10 of 33
---------------------	------------------------------------	--	---------------

## SECTION D -- PACKAGING AND MARKING

### D.1 HC.4.002 PAYMENT OF POSTAGE AND FEES

MAY 2001

All postage and fees related to submitting information, including forms, reports, etc., to the House of Representatives shall be paid by the Contractor.

### D.2 HC.4.005 PACKAGING

AUGUST 2002

Preservation, packaging, and packing for all items delivered hereunder shall be in accordance with commercial practice and adequate to ensure acceptance by common carrier and safe arrival at destination. Printing, copying, and finishing (e.g., binding of packages) shall be accomplished in the most economical manner consistent with commercial practices.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 11 of 33
---------------------	------------------------------------	--	---------------

## SECTION E -- INSPECTION AND ACCEPTANCE

### E.1 HC.5.004 FAILURE TO PERFORM

AUGUST 2002

If the Contractor fails to promptly perform the services or to take the necessary action to ensure future performance in compliance with contract requirements, the CO may:

- a. Refer to Section F, HC.6.009, Payment for Non-performance.
- b. Reduce the contract price to reflect the reduced value of the services performed; or
- c. Terminate the contract for default.

### E.2 HC.5.005 INSPECTION AND ACCEPTANCE

AUGUST 2002

a. Inspection and acceptance of services to be furnished hereunder shall be performed at place of performance or destination, by the COR, in accordance with provisions specified in this contract and applicable task orders. The COR reserves the right to conduct any quality assurance reviews and tests it deems necessary to assure that the services provided conform in all respects to the contract specifications. Services which upon quality assurance reviews are found not to be in conformance with contractual specifications shall be promptly rejected and notice of such rejection, together with appropriate instructions, including resolution time, will be provided to the Contractor by the CO. Deficiencies thus reported shall be corrected by the Contractor in a timely period as specified by such quality assurance reviews or, with written request for an extension, mutually agreed to by the parties.

b. Written notification of negative quality assurance review results will be furnished within thirty (30) days after completion of quality assurance reviews.

c. All subcontracts let by the Contractor shall be subject to the CO's written approval and the provisions specified above, as noted at the time of approval.

d. All facilities utilized by the Contractor in performance of work under this contract shall be subject to inspection by officials of the House and the Architect of the Capitol.

e. The Contractor shall respond to all quality assurance reports within the time frame specified in each quality assurance review, annotating what actions have been taken.

f. The CO shall have the right to send his representative into areas assigned for the use of the Contractor's employees, at any time, for quality assurance or other purposes approved by the CO.

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 12 of 33
---------------------	-----------------------------	---	---------------

SECTION F -- DELIVERIES OR PERFORMANCE

F.1 HC.6.005 NOTICE TO THE HOUSE OF DELAYS

MAY 2001

In the event the Contractor encounters difficulty in meeting performance requirements, or when he anticipates difficulty in complying with the contract, or whenever the Contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately notify the customer and the COR by telephone and follow-up in writing to the COR, giving pertinent details; provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by the House of any delivery schedule or date, or any rights or remedies provided under this contract.

F.2 HC.6.007- SUSPENSION AND DEBARMENT  
CLERK

MARCH 2003

a. Suspension of a Contractor temporarily disqualifies that Contractor from contracting with the House as a prime and/or House-approved subcontractor, in full or in part. The contracting officer initiates suspensions.

(1) When the Contractor and any specifically named affiliates are suspended, the contracting officer shall advise the firm immediately by certified mail, return receipt requested:

(a) That the firm has been suspended and that the suspension is based on an indictment or other adequate evidence that the contractor has committed irregularities (i) of a serious nature in business dealings with the House or (ii) seriously reflecting on the propriety of further House dealings with the Contractor. Any such irregularities shall be described in terms sufficient to place the contractor on notice without disclosing the House's evidence;

(b) That the suspension is for a temporary period pending the completion of an investigation and such legal proceedings as may ensue;

(c) Of the cause(s) relied upon for imposing suspension;

(d) Of the extent and effect of the suspension; and

(e) That, within 30 days after receipt of the notice of suspension, the Contractor or its representative may submit, in writing or in person, information and argument in opposition to the suspension, including any additional specific information that raises a genuine dispute over the material facts.

(2) Suspension shall be for a temporary period pending the completion of investigation and any ensuing legal proceedings, unless sooner terminated by the suspending official or as provided in this subsection.

(3) If the investigation is not concluded or legal proceedings are not initiated within 12 months after the date of the suspension notice, the suspension shall be terminated.

b. Debarment refers to action by the CO to exclude a Contractor from future House awards and House-approved subcontracting, in full or in part, for a reasonable, specified period.

(1) Upon conclusion of the investigation resulting from a suspension, if the contracting officer should determine that debarment is in order, he or she shall prepare a report on the investigation along with such recommendations regarding debarment

(2) A notice of proposed debarment shall be issued by the contracting officer advising the Contractor and any specifically named affiliates, by certified mail, return receipt requested:

(a) That debarment is being considered;

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 13 of 33
---------------------	------------------------------------	--	---------------

(b) Of the reasons for the proposed debarment in terms sufficient to put the Contractor on notice of the conduct or transaction(s) upon which it is based;

(c) Of the cause(s) relied upon for proposing debarment;

(d) Within 30 days after receipt of the notice, the Contractor or its representative may submit to the CO, in writing through the contracting officer's representative or in person, information and argument in opposition to the proposed debarment, including any additional specific information that raises a genuine dispute over the material facts;

(e) Of the effect of the issuance of the notice of proposed debarment; and

(f) Of the potential effect of an actual debarment.

c. In the event that the CO makes a determination to impose debarment, the contracting officer shall give the Contractor and any affiliates involved prompt notice by certified mail, return receipt requested:

(a) Referring to the notice of proposed debarment;

(b) Specifying the reasons for debarment;

(c) Stating the period of debarment, including effective dates; and

(d) Advising that the debarment is effective throughout the House, unless the CO determines that limited business dealings between the House and the Contractor are justified.

d. The decision of the CO on the merits of a debarment shall be final. A decision may be appealed by the Contractor, in writing, within 10 days of receipt of notification of the decision, to the Committee on House Administration, only in the event that the CO failed to follow the procedures established herein.

F.3 HC.6.008 LIQUIDATED DAMAGES

MAY 2001

If the Contractor fails to perform the services specified in this contract, or any extension, the House may terminate this contract under the Termination clause of the contract. The Contractor shall be liable for fixed, agreed and liquidated damages as provided in Section F "Payment for Non-performance", accruing until the time the House may reasonably obtain delivery or performance of similar services.

The Contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without fault or negligence of the Contractor.

F.4 HC.6.009 PAYMENT FOR NON-PERFORMANCE

SEPTEMBER 2001

In the event that the Contractor fails to perform as stipulated in the statement of work, and such failure is not for a reason beyond the control of the Contractor, the House may charge 1% of the total contract cost per day and may obtain performance from another source and charge and collect all costs plus a 15% administrative fee from the Contractor.

F.5 HC.6.010 PLACE OF PERFORMANCE

JUNE 2002

House Capitol Hill Office Buildings, Washington, D.C.

F.6 HC.6.014 TERMINATION

AUGUST 2002

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 14 of 33
---------------------	------------------------------------	--	---------------

Relative to termination of this contract, it is mutually agreed:

- a. The CO may terminate this agreement at any time, in whole or in part, in the event of breach by the Contractor, or upon 30 days written notice at the convenience of the House.
- b. If this Contract is terminated, the rights, duties and obligations of the parties, including compensation to the Contractor shall be in accordance with this contract and in effect on the date of the Contract. No liability will inure to either party for terminations rendered pursuant to this Contract when done at the convenience of the House.
- c. Upon termination (including expiration) the Contractor will:
  - (1) Surrender all employee identification cards, decals, keys, etc. issued by the U.S. House of Representatives, for all Contractor representatives and employees on the effective date to COR.
  - (2) Complete satisfactory settlement of all customer complaints and claims.
  - (3) Comply with House requirements designed to ensure a smooth transition to any successor Contractor.
  - (4) Yield up the premises and all House-furnished property, clean and in as good order and condition as when received, damages due to acts of God or the U.S. Government and ordinary wear and tear excepted, on the effective date.
  - (5) Promptly remove all Contractor-furnished equipment and fixtures, tools and supplies. Upon failure to remove Contractor's property, the CO may cause Contractor's property to be removed and stored in a warehouse at Contractor's expense. If the Contractor fails to act, this contract authorizes and empowers the CO to take possession of Contractor's property and dispose of same by public or private sale without notice and out of the proceeds of sale, satisfy all costs and indebtedness to the House.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 15 of 33
---------------------	------------------------------------	--	---------------

SECTION G -- CONTRACT ADMINISTRATION DATA

G.1 HC.7.002 MODIFICATIONS FEBRUARY 2005

Administrative changes, e.g. address corrections, are approved by the CO. All other changes which change the scope of this contract, including additions or deletions, must be prepared in writing as formal modifications signed by both parties.

G.2 HC.7.003 INVOICES FEBRUARY 2005

a. The Debt Collection Improvement Act of 1996 requires that federal agencies pay recipients by electronic funds transfer (EFT). EFT is an improved, convenient, and secure method of payment. To enable the U.S. House of Representatives to send payments electronically to your financial institution, you must first complete an EFT enrollment form to provide your signature and certain information regarding your financial institution. Please visit the U.S. House of Representatives' Office of Finance and Procurement website at [www.house.gov/finance](http://www.house.gov/finance) for appropriate forms or call the EFT Help Line at 202-226-2277.

b. A proper invoice shall minimally include:

Contractor Name, Address, and Phone Number

Name of Contractor Point of Contact

House Contract Number

Task/Delivery Order Number (as appropriate)

Invoice Number

Invoice Date

Invoice Page Number (each page of an Invoice shall minimally also contain the contractor Firm name, the invoice number, and the invoice date)

c. And, for each deliverable included on the invoice:

Contract Line Item Number (CLIN)

Period of Performance

Brief Description of Item

Quantity Delivered

Unit Price

Extended Price

Total Price of all deliverables contained on Invoice

Payment Terms, if appropriate (Example: 2% 10 - Net 30)

d. The House does not pay federal, state or local taxes unless mandated by law.

e. All follow-up invoices shall be marked "Duplicate of Original" on all pages. Contractor questions regarding payment information or check identification should be directed to the COR for follow-up with appropriate financial personnel.

G.3 HC.7.004 INVOICE FOLLOW-UPS MAY 2001

All follow-up invoices shall be marked "Duplicate of Original" on all pages. Contractor questions regarding payment information or check identification should be directed to the COR for follow-up with appropriate financial personnel.

G.4 HC.7.007- AUTHORIZED HOUSE REPRESENTATIVES MARCH 2003  
CLERK

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 16 of 33
---------------------	------------------------------------	--	---------------

a. Contracting Officer:

Lorraine Miller, Clerk of the House,  
Office of the Clerk  
Room H-154, The Capitol, U.S. House of Representatives  
Washington, DC 20515-6601  
Telephone: (202) 225-7000  
Fax: (202) 225-1776

The contracting officer has the overall responsibility for the award and administration of this contract. The contracting officer alone, without delegation, is authorized to take actions on behalf of the House to amend, modify, or deviate from the contract terms, conditions, requirements, specifications, details, and/or delivery schedules. However, the contracting officer may delegate certain other responsibilities to authorized representatives.

Additional responsibilities of the CO are as follows:

- Reviewing the COR's reports and indicating acceptance or rejection. If rejected, the CO will note the reason for the rejection and recommend any changes that will bring the report into acceptance. The CO will forward these reports back to the COR.
- The CO is required to approve all contract modifications, including cost changes.

b. Contracting Officer's Representative:

Bob Maddox, Office of the Clerk  
Room 2401, Rayburn House Office Building,  
U.S. House of Representatives  
Washington, DC 20515-6601  
Telephone: (202) 225-1182

The COR, to be appointed by the contracting officer is designated to assist in the discharge of the contracting officer's responsibilities when the CO is unable to be directly in touch with the contract work. The responsibilities of the COR include, but are not limited to: determining the adequacy of performance and/or the timeliness of delivery by the Contractor in accordance with the terms and conditions of this contract; acting as the contracting officer's representative in charge of work at the site; ensuring compliance with the contract requirements insofar as the work is concerned; advising the contracting officer and contract administrator of any factors which may cause delays in delivery and/or performance of the work; reviewing and approving Contractor invoices and conducting or witnessing the conduct of any inspections and/or tests that may be required by the contract. The COR does not have the authority to make any changes to the terms, conditions, requirements, or pricing of the contract or direct the contractor to perform services outside of the scope of the contract.

Additional responsibilities of the COR are as follows:

- Reviews and approves the status from, and performance reports on, the contractor.
- Processing of Contractor invoices.
- Submission of a monthly summary report to the CA- The COR will prepare a monthly summary report to be provided to the CO during the first week of each month. The monthly summary report, based on the Contractor's status reports, performance reports, and a synopsis of the monthly meetings will include: a summary of work performed/in-process/completed to date (including major accomplishments and/or anticipated delays), performance measurements, outstanding and/or potential issues, and the status of any game plan to cure a performance discrepancy.
- Establishing and adhering to, at a minimum, a monthly status/progress meeting with the contractor and designated House staff. Maintaining minutes of those meetings.
- Providing the CA with all contract related documents (e.g. signed invoices, reports) for the official contract file.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 17 of 33
---------------------	------------------------------------	--	---------------

c. Contract Administrator

V'Anne Tugbang, Contracts Administrator  
Office of the Clerk  
Room H-154, The Capitol,  
U.S. House of Representatives  
Washington, DC 20515-6601  
Telephone: (202) 225-7000  
Fax: (202) 225-5888

The contract administrator prepares and issues all modifications to the contract, maintains the contract file with all reports, contractual nomenclature, and approved invoices, and responds to contractual inquiries or concerns from the COR or Contractor on behalf of the CO.

The CA is also responsible for:

- Ensuring all required documents are in the contract file.
- Attending status meetings on behalf of the CO.
- Reviewing invoices and written reports.

G.5 HC.7.008 AUTHORIZED CONTRACTOR REPRESENTATIVE FEBRUARY 2005

a. The Contractor shall identify the authorized contractor representative (ACR), and provide the information listed below:

Name:  
Title:  
Address:

Phone:  
Fax:  
E-mail:

b. The ACR shall provide periodic status reports to the COR pursuant to clause G.10 (HC.7.005) of this contract. All status reports, schedules, and invoices must be approved by the COR in accordance with the terms and conditions of the contract.

c. The ACR shall furnish notice of any delay or potential situation that may cause delay in their capability to meet the delivery and/or performance schedule set forth in this contract. Such notice may be provided verbally to the COR and contracting officer, then followed-up in writing within two business days after the verbal notice. The notification shall fully describe the cause for delay, the expected date of delivery and/or performance, and any remedies the Contractor proposes to mitigate the delay. This notification does not relieve the Contractor of its obligation to meet the delivery and/or performance requirements of this contract nor should this notification be construed as a waiver by the House of any delivery schedule or date, performance requirements, or any rights or remedies provided under this contract.

G.6 HC.7.013 DELEGATION OF AUTHORITY AUGUST 2002

The parties to this contract, in their discretion, may delegate to representatives within their respective organizations any of their ministerial functions in connection with this contract, but may not absolve themselves of accountability for performance of said functions. All delegations of authority by the Contractor to fulfill the obligations of this contract will be made in writing to the Contracting Officer (CO), U.S. House of Representatives (House).

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 18 of 33
---------------------	------------------------------------	--	---------------

G.7 HC.7.017 REMITTANCE ADDRESS

AUGUST 2002

The Contractor shall identify the address to which payments shall be made, if different from that of place of business. Payments are to be mailed to:

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<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 19 of 33
---------------------	------------------------------------	--	---------------

## SECTION H -- SPECIAL CONTRACT REQUIREMENTS

### H.1 HC.8.004 INFORMATION SECURITY

OCTOBER 2003

All Contractor software, hardware, and personnel that interface with House offices, including Leadership, Member, Committee, Officer and subordinate offices, such as House Information Resources (HIR), are subject to the rules, regulations, and sanctions as outlined in House Information Security Policies (HISPOL). HISPOLS may be obtained on the Internet at [www://house.gov](http://www://house.gov) by clicking on Current Solicitations under the General Information heading, and then selecting Current Solicitations again. A hard copy may be obtained by calling the HIR Information Systems Security Office at 202-226-4988.

Contractor personnel must be eligible for a Federal government security clearance if access to Confidential Business Information or Confidential House Information (as are defined in HISPOL 002.0) is required. Individual House Offices or CAO Business Units may require an Office of Personnel Management (OPM) Extended Background Investigation or other security clearance, as deemed necessary. In addition, contractor personnel must not remove Confidential Business Information or Confidential House Information from the Capitol campus.

All system servers must receive security certification from the HIR Information Systems Security Office prior to implementation on the House network. This certification will follow successful completion of a system security compliance audit and will be signed by the Director of the Office.

### H.2 HC.8.005 BENEFITS TO MEMBERS OF CONGRESS

MAY 2001

No Member, Delegate, Resident Commissioner, Officer of the House or Procurement Officer shall be admitted to any share or part of this contract, or to any benefit that may arise therefrom, but this provision shall not be construed to extend to this contract if made with a corporation for its general benefit.

### H.3 HC.8.006 NEWS RELEASES

MAY 2001

No news releases, press conferences or advertisements pertaining to this contract will be made without prior written approval of the CO.

### H.4 HC.8.008 WARRANTY

JUNE 2001

(1) All warranty rights applicable to House owned equipment shall apply and pass through to any House designated Contractor/vendor acting on the Original Equipment Manufacturer's behalf to service and maintain equipment. The Contractor (if they are the resellers of equipment) must notify the office that this warranty exists and disclose the terms, conditions, and period of performance under the warranty.

(2) Warranty period shall begin on the official installation date as identified on the equipment installation notice provided to the House's Office Systems Management department. Warranties must be on site unless otherwise specified.

(3) For equipment that has not been covered under a maintenance work contract since the end of its warranty period, the Contractor shall inspect equipment to determine if it is in good operating condition. If repair is required to bring the equipment up to good operating condition, the repair cost, if any, will be billed to the House according to the Contractor's published time and materials rates. Commencement date for maintenance of equipment will begin on date of inspection and verification that equipment is in good operating condition.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 20 of 33
---------------------	------------------------------------	--	---------------

H.5 HC.8.016 GOVERNMENT LIABILITY

AUGUST 2002

Consistent with the Federal Tort Claims Act (28U.S.C. § 2671, et seq.), the House shall not be liable for any injury to the Vendor's personnel or damage to the Vendor's property unless such injury or damage is due to negligence or a wrongful act or omission on the part of the House.

H.6 HC.8.022 PAYMENT FOR NON-PERFORMANCE

AUGUST 2002

In the event that the Contractor fails to perform as stipulated in the statement of work, and such failure is not for a reason beyond the Contractor, the House may charge 1% of the total contract cost per day and may obtain performance from another source and charge and collect all costs plus 15% administrative fee from the Contractor.

H.7 HC.8.024 INCIDENTAL SERVICES, TRAVEL, AND EXPENSES

JUNE 2002

Unless separately priced and awarded, the cost of all local (Washington, D.C. metropolitan area) services, travel, and any other expenses incurred incident to performance of work shall be borne by the Contractor.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 21 of 33
---------------------	------------------------------------	--	---------------

## SECTION I -- CONTRACT CLAUSES

### I.1 HC.9.001 AUTHORIZED CHANGES ONLY BY THE CONTRACTING OFFICER MAY 2001

- a. Except as specified in paragraph (b) herein, no order, statement or conduct of House personnel who visit the Contractor's facilities, or in any other manner communicate with Contractor personnel during the performance of this contract, shall constitute a change under this contract.
- b. The Contractor shall not comply with any order, direction or request of House personnel, unless issued in writing and signed by the CO, subject to the policy direction and oversight of the Committee on House Administration, or made pursuant to specific authority otherwise included in this contract.
- c. The CO is the only person authorized to approve changes in any of the requirements of this contract and, notwithstanding provisions contained elsewhere in this contract, said authority remains solely with the CO. In the event the Contractor effects any change(s) at the direction of any person other than the CO, that change shall be considered to have been made without authority and no adjustment in price shall be made in the contract to cover any increase in charges incurred as a result thereof.

### I.2 HC.9.002 OBSERVANCE OF LAWS MAY 2001

- a. In connection with the performance of work under this contract, the Contractor agrees not to discriminate on the basis of race, religion, color, sex, national origin or disability.
- b. The Contractor shall comply with all applicable laws of the United States with respect to the conduct of its employees and operations.

### I.3 HC.9.003- DISPUTES CLERK MARCH 2003

Any dispute shall be decided by the CO, who shall reduce the decision to writing and mail or otherwise furnish a copy thereof to the Contractor. Within thirty (30) calendar days from the receipt of such copy, the Contractor may appeal in writing by mail to the CO. The CO's decision shall be final. The Contractor may appeal the CO's decision to the Committee on House Administration only for violations by the CO for failure in following procedural guidelines within 30 calendar days of the CO final decision. If no such appeal is taken, the decision of the CO shall be final and conclusive. In connection with any proceeding under this clause, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute, the Contractor shall proceed diligently with the performance of the contract and in accordance with the CO's decision.

### I.4 HC.9.004 AVAILABILITY OF FUNDS MAY 2001

The House's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the House for any payment may arise until funds are made available to the contracting officer for this contract.

### I.5 HC.9.006 RELEASE OF CLAIMS MAY 2001

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 22 of 33
---------------------	------------------------------------	--	---------------

After completion of work, and prior to final payment, the contractor shall furnish to the CO, a release of claims against the United States arising out of the contract, other than claims specifically excepted from the operation of the release.

I.6 HC.9.007 ORDER OF PRECEDENCE MARCH 2002

In the event of an inconsistency between provisions of this contract, the inconsistency shall be resolved by giving precedence in the following order: (a) contract statement of work; (b) other provisions of this contract, whether incorporated by reference or otherwise.

I.7 HC.9.008 TAX EXEMPTION JUNE 2002

Unless otherwise provided by statute, the House is exempt from all taxes, including any sales and use taxes.

I.8 HC.9.009 COMPLIANCE WITH ALL LAWS JUNE 2002

Contractor warrants that the products sold or services furnished under this order have been produced or furnished in full and complete compliance with all applicable laws and regulations. Contractor agrees to execute, upon the House's request, the House's standard form of Certification of Compliance covering any law or regulation, which Certification of Compliance form, upon execution by Contractor, shall become a part hereof without further reference thereto. Contractor further agrees to hold the House harmless from any and all liabilities, claims, fines, penalties, including reasonable costs and settlements, which may arise out of the delivery by Contractor of items which do not meet the requirements of any applicable laws or regulations.

I.9 HC.9.010 LIABILITY OF THE HOUSE JUNE 2002

Consistent with the Federal Tort Claims Act (28 U.S.C. § 2671, et seq.), the House shall not be liable for any injury to the Contractor's personnel or damage to the Contractor's property unless such injury or damage is due to negligence or a wrongful act or omission on the part of the House.

I.10 HC.9.011 LIABILITY OF THE CONTRACTOR JUNE 2002

Contractor assumes all risk of loss of or damage to any property of the House entrusted to Contractor while in Contractor's possession or otherwise under Contractor's control. In the event of loss or irreparable damage, contractor shall promptly reimburse the House for the value of the article. Any other damage shall be promptly repaired by contractor at Contractor's expense.

I.11 HC.9.012 TERMINATION JUNE 2002

The House has the right to terminate this order in whole or in part at any time with 30 day written notice to the contractor. In such event, Contractor may claim only properly supported out-of-pocket costs plus a reasonable amount of demonstrable related charges for the work already performed, all to be determined in accordance with generally accepted accounting procedures. For specially prepared products, unique to the House's order, any partially completed work or raw materials whose full costs are included in the termination charges shall be identified in writing and held by Contractor for disposition in accordance with the House's written instructions. Notwithstanding the foregoing, the House reserves the right to cancel all or any part of the undelivered portion of this order, without liability, in addition to the House's other rights and remedies, if Contractor breaches any of the terms and conditions herein.

I.12 HC.9.013 GRATUITIES JUNE 2002

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 23 of 33
---------------------	------------------------------------	--	---------------

This order may be terminated if it is determined by the House that a gratuity (e.g., an entertainment or gift) was offered or given to any Member, officer, or employee of the House with the intention of obtaining this order or gaining favorable treatment under this order. No Member, officer, or employee of the House shall share any personal benefit of this order.

I.13 HC.9.014 ASSIGNMENT

JUNE 2002

Neither this order nor the obligation of Contractor to perform hereunder shall be assigned or delegated by Contractor without the House's consent. Waiver by either party of any default by the other hereunder shall not be deemed a waiver by such party of any other, subsequent default. None of the provisions, terms and conditions contained in this order may be added to, modified, superseded or otherwise altered except by a written instrument signed by the authorized representative of the party against whom its enforcement is sought, and each shipment received by the House from Contractor shall be deemed to be only upon the terms and conditions contained herein regardless of any contrary or additional provisions contained in any acknowledgement, invoice or other form of Contractor and notwithstanding the House's act of accepting or paying for any shipment or similar act of the House.

I.14 HC.9.015 HOUSE RULES

MAY 2002

This contract shall be governed in accordance with House Rules and regulations and all applicable statutes regarding performance and any dispute arising therefrom.

I.15 HC.9.016 PATENT INFRINGEMENT

MAY 2002

The Contractor warrants that the products, in the form delivered to the House, are free from any valid claim for patent infringement and that any labels or trademarks affixed thereto by or on behalf of Contractor are free from any valid claim for copyright or trademark infringement and agrees to save and hold harmless and indemnify the House against such infringement liability based upon the House's possession thereof without alteration.

I.16 HC.9.018 PAYMENTS

JUNE 2002

The Debt Collection Improvement Act of 1996 requires that federal agencies pay recipients by electronic funds transfer (EFT). EFT is an improved, convenient, and secure method of payment. To enable the House of Representatives to send payments electronically to Contractor's financial institution, the Contractor must first complete an EFT enrollment form to provide Contractor's signature and certain information regarding its financial institution. An EFT enrollment form may be obtained by contacting the EFT help line at 202-226-2277

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 24 of 33
---------------------	------------------------------------	--	---------------

SECTION K -- REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 HC.11.001 GENERAL REQUIREMENTS JULY 2001

Offerors shall be individuals, partnerships, or corporations regularly engaged in the business covered by the specifications and possessed of satisfactory financial resources and technical ability, and of equipment and organization to insure satisfactory completion of the contract, and who have established a satisfactory record in the past. Offerors shall, if requested by the CO, furnish promptly any information, which the CO may consider necessary to establish their competency for the work.

The Offeror certifies by submission of this proposal and resultant contract that the offeror has not publicly or privately colluded with any other Offeror to fix prices or conditions of this contract.

K.2 HC.11.006 QUALITY INFORMATION JULY 2001

Quality Policy

- b. Total quality management process, if any
- c. Quality reporting to client
- d. Customer satisfaction guarantees and assurances

K.3 HC.11.007 ELIGIBILITY FOR AWARD JULY 2001

The Offeror certifies that it is eligible for award of a contract resulting from this solicitation and that it has not been barred, suspended or otherwise rendered ineligible for award of a federal government contract, nor has the Offeror within a 3-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, state or local) contract or subcontract; violation of federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; and, is not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in this provision.

K.4 HC.11.009 PERIOD FOR ACCEPTANCE OF PROPOSAL JULY 2001

In the event the Offeror receives award of this contract, the award shall be based on the prices set forth in the offeror's proposal provided that the House makes the award of the contract within 90 calendar days after receipt of the offer.

K.5 HC.11.016 DUN & BRADSTREET NUMBER AUGUST 2002

Offeror's Dun and Gradstreet Number \_\_\_\_\_.

K.6 HC.11.017 AUTHORIZED COMPANY OFFICIALS AUGUST 2002

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 25 of 33
---------------------	-----------------------------	---	---------------

The Offeror represents that the following individual(s) are authorized to negotiate on its behalf with the House in connection with this RFP. Please provide the following information in table on each individual: individual's name and title, telephone number, e-mail address.

K.7 HC.11.019 SIGNATURE

AUGUST 2002

I certify that these representations, certifications, and other statements are complete and accurate to the best of my information, knowledge, and belief.

\_\_\_\_\_  
NAME OF OFFEROR

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF PERSON  
AUTHORIZED TO SIGN

\_\_\_\_\_  
PRINTED NAME OF PERSON  
AUTHORIZED TO SIGN

K.8 HC.11.021 GENERAL SERVICES ADMINISTRATION SCHEDULE OR GOVERNMENT-WIDE ACQUISITION CONTRACT CERTIFICATION MARCH 2004

The prime Contractor, Offeror to receive award, must hold a valid, currently in force, General Services Administration (GSA) Schedule or Other Government-Wide Acquisition Contract (GWAC) that allows placement of orders/awards against the applicable schedule or contract by a legislative branch agency. When responding to this solicitation the respective GSA Schedule or GWAC number, pertinent GSA Special Item Number(s) (SINs) or Contract Line Item Number(s) (CLINs), and contract end date must be provided along with the respective agencies contracting officer's name and phone number.

GSA Schedule or GWAC Number:

Contract End Date:

SINs or CLINs with Description: [List as necessary]

Contracting Officer Name:

Contracting Officer Telephone Number:

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 26 of 33
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SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS

L.1 HC.12.003 SUBMISSIONS

MARCH 2004

Offerors shall submit 7 copies, one (1) original copy, and one electronic version in MS Word format of the proposal prepared in such format and detail as to enable the House to make a thorough evaluation thereof, and to arrive at a sound determination as to whether or not the Offeror can meet the House's requirements. The original shall be so marked, and the copies shall be numbered. Proposal packages shall be sealed in a suitable container, and all containers shall clearly identify firm name and address and Solicitation Number. Proposals shall be submitted to the address shown on Section A. Facsimile proposals will **NOT** be accepted.

L.2 HC.12.004 DELIVERY OF PROPOSALS - HAND DELIVERIES

JULY 2001

Proposals hand carried will be delivered to the Office of the Clerk, Room B-61 of the Cannon House Office Building (sealed offers only). Hand carried offers must be delivered and contact must be made with the above office by the date and time shown on Section A. All proposals, however delivered, must be complete and timely. Offerors are reminded that courier, overnight, and express mailings are subject to x-ray by Capitol Police and may delay arrival by as much as six hours. Delays caused by such security screening will not be considered the fault of the House.

L.3 HC.12.006 LATE SUBMISSIONS AND REVISION OF PROPOSALS

JULY 2001

(1) Any proposal or revision to a proposal received by the CO after the exact time specified for receipt will not be considered, unless it is received before award is made, and it:

(a) Was sent by registered or certified mail not later than the fifth calendar day before the date specified for receipt of offers (e.g., an offer submitted in response to a solicitation requiring receipt of offers by the 20th of the month must be mailed by the 15th), or

(b) Was sent by mail and it is determined by the House that the late receipt was due solely to mishandling by the House, or

(c) Was sent by the U.S. Postal Service Express Mail Next Day Service - Post Office to addressee, not later than 5:00 p.m. at the place of mailing two working days prior to the date specified for receipt of proposals. The term "working days" excludes weekends and U.S. federal holidays, or

(2) A revision resulting from the CO's request for "best and final" offer received after the time and date specified in the request will not be considered, unless received before the award and late receipt is due solely to mishandling by the House.

(3) The only acceptable evidence to establish the date of mailing of a late proposal or revision sent by either the U.S. Postal Service Registered or Certified Mail is the U.S. postmark both on the envelope or wrapper and on the original receipt from the U.S. Postal Service.

(4) The only acceptable evidence to establish the time of receipt by the CAO is the time/date stamp on the proposal wrapper or other documentary evidence of receipt maintained by the CAO.

(5) The only acceptable evidence to establish the date of mailing of late offer, revision, or withdrawal sent by Express Mail Next Day Service - Post Office to Addressee is the date entered by the post office receiving clerk on the "Express Mail Next Day Service - Post Office to Addressee" label and the postmark on both the envelope or wrapper and on the original receipt from the U.S. Postal Service.

(6) Proposals may be withdrawn by written notice or telegram (including mailgram) received at any time before award. If the solicitation authorizes facsimile proposals, proposals may be withdrawn via facsimile received at any time before award, subject to the conditions specified in the provision entitled "Facsimile Proposals." Proposals may be withdrawn in person by an offeror or an authorized representative, if the representative's identity is made known and the representative signs a receipt for the proposal before award.

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 27 of 33
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L.4 HC.12.007 ACKNOWLEDGEMENT OF AMENDMENTS TO SOLICITATIONS JULY 2001

Offerors shall acknowledge receipt of any amendments to this solicitation requiring bi-lateral signature;

- (1) by signing and returning the amendment,
- (2) by identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer; or
- (3) by letter or telegram if authorized, The contracting officer must receive the acknowledgment by the time specified for receipt of offers.

L.5 HC.12.008- INFORMATION DISTRIBUTION AND CONTACTS MARCH 2003  
CLERK

It is the intention of the House to provide equal treatment of all Offerors involved in the proposal and award process. To achieve this goal we intend to provide all information relevant to the process to all participating Offerors. Such information will include the distribution of all questions and answers to all participants. All questions from Offerors should be submitted in writing.

The primary contact for all communications and questions is:

V'Anne Tugbang  
U.S. House of Representatives  
Office of the Clerk  
H-154, The Capitol  
Washington, D.C. 20515-6601

L.6 HC.12.009 RESTRICTION ON DISCLOSURE AND USE OF DATA JULY 2001

Offerors or quoters who include in their proposals or quotations data that they do not want disclosed to the public for any purpose or used by the House except for evaluation purposes, shall:

- (1) Mark the title page with the following legend:

"This proposal or quotation includes data that shall not be disclosed outside the House and shall not be duplicated, used, or disclosed-- in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to this offeror or quoter as a result of--or in connection with--the submission of this data, the House shall have the right to duplicate, use, or disclose the data, including cost and pricing data, to the extent provided in the resulting contract. This restriction does not limit the House's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets numbered [insert number(s)]," and

- (2) Mark each sheet of data to be restricted with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

L.7 HC.12.010 CONTENT OF PROPOSALS JULY 2001

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 28 of 33
---------------------	------------------------------------	--	---------------

The Offeror shall submit seven (7) copies, one (1) original, and one (1) electronic version in MS Word format of their proposal in response to this RFP by Thursday, March 27, 2008, at 2:00 PM EDT. The original shall be so marked, and the copies shall be numbered. Proposal packages shall be sealed in a suitable container, and all containers shall clearly identify firm name and address and RFP Number. The electronic version, in MS Word format, shall be submitted to v.anne.tugbang@mail.house.gov by Thursday, March 27, 2008 at 2:00 PM. All written communications should clearly indicate the RFP designation of: "CLK08000065".

Schedule for the Bidding Process:

- a. **Question and Answer Schedule.** The Offerer may submit questions in writing via email to the Contracts Administrator at V.Anne.Tugbang@mail.house.gov no later than 12:00 PM February 28, 2008. Responses to all inquiries will be answered via email no later than close of business March 6, 2008. The Offeror may submit questions in writing via email to the Contract Administrator identified above by 12:00 (noon) EDT Thursday, February 28, 2008.
- b. **Pre-Proposal Conference.** The House will host a pre-proposal conference on Wednesday, February 20, 2008. **Attendance is mandatory.** Each attendee will be required to sign an Affirmation of Non-Disclosure (see Section J - Appendix A) . The House will provide a detailed walk through of the RFP and will host a question and answer session.
- c. **Product Demonstration:** The Offeror must provide a physical demonstration of all products and systems proposed. This includes but is not limited to: software used to manage print production tasks and print jobs sent from multiple remote locations, scanning equipment and image editing software used in the pre-production of a document being printed and the print production of various jobs that will fully demonstrate the inline finishing capabilities (booklet making, multiple stapling, stacking, binding, folding, punching, pre-printed page insertion and printing capabilities on different types of paper stock with various weights and sizes). Samples of work products currently printed can be provided by the Offeror upon request.

Due to security requirements, the Offeror will only be permitted five (5) attendees for the pre-proposal conference. Attendees must be registered with the Contract Administrator in the Office of the Clerk by 12:00 (noon) PM EDT, Monday, February 18, 2008. Register via phone at (202) 225-7000 or by e-mail: v.anne.tugbang@mail.house.gov.

The following schedule applies to submission of quotes for this RFP:

Pre-Proposal Conference	February 20, 2008
Submission of Clarification Questions*	February 28, 2008
House Response to Questions	March 6, 2008
Equipment Demonstrations **	March 20 - 21, 2008
Written Request for Proposal (RFP) Due	April 3, 2008
 Estimated Contract Award Date	 <b>June 2008</b>
 <b>Equipment Delivery / Install</b>	 <b>August 2008</b>

\*Questions must be submitted in writing to the Contract Administrator listed in Section G.4 of this RFP, by e-mail, by 12:00 (noon) PM EDT

\*\* Each Offeror must notify the Contract Administrator listed in Section G of this RFP if they wish to schedule a demonstration. Each Offeror will demonstrate their product at the pre-determined time on **March 20th or March 21st, 2008**. Each Offeror will be allocated a maximum of two (2) hours to demonstrate their product and answer House questions. The actual demonstrations will be conducted at the Offerors' location.

Organization of Quotation:

Each proposal shall be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the score sheet used during the evaluation will parallel the order specified in the solicitation. Offerors are reminded to avoid excessively lengthy or overly extravagant proposals. Proposals that do not address all of the elements and requirements, in the order contained herein, shall be disqualified from further consideration.

Offeror's responding to this RFP shall be evaluated on and therefore shall provide the following along with its GSA Schedule or other government-contracting vehicle. The Offeror's Proposal shall include, and be divided into sections as follows:

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 29 of 33
---------------------	------------------------------------	--	---------------

- \* Section A - Cost (Binder I)
- \* Section B - Proposed Approach to the Statement of Work Requirements (Binder II)
- \* Section C - Corporate Capabilities and Past Performance (Binder II)

A. Section A - Cost

The Offeror's proposal shall be a Firm Fixed Price proposal for the product described in Section C (Statement of Work/Tasks). The Office of the Clerk intends to award a Fixed Price contract for this effort.

B. Section B - Proposed Approach to the Statement of Work Requirements

The Offeror shall describe the technical approach that will be used to execute the work described in Section 4. The approach shall include:

- \* Method for performing the tasks contained in the statement of work
- \* Method for providing access to deliverables for review and approval
- \* Process for assuring the quality of deliverable products
- \* Maintenance/Performance Schedule

The Offeror shall include a project management approach to track the delivery of products and services related to this contract and to work with the Office of the Clerk staff. This includes:

- \* To ensure proper planning for work breakdown and schedules.
- \* To establish realistic budgets that reflects actual progress for each task.
- \* To report performance of work on an accurate and objective basis and to identify any problems or issues as early as possible.
- \* Working relationship with the Office of the Clerk staff.

As part of the package submitted in response to this RFP, please submit resumes of the personnel designated as "key" as described in G.6.

Each Offeror must indicate in its proposal which tasks/work will be performed by its staff, which tasks/work will be performed jointly by Office of the Clerk staff and Contractor staff, and which tasks/work will be left to the Office of the Clerk staff.

Management/Technical Approach

The Offeror shall describe the overall approach to providing services in accordance with specifications herein. The proposal should discuss planned approaches to meet the requirements called for in the statement of work and other opportunities for the Offeror and the Office of the Clerk to work as partners in improving the House environment.

The extent of the plans and procedures proposed to accomplish the tasks specified in Section C (and any corresponding appendices in Section J) must be clearly described. Evidence that an appropriate and sound project management approach will be used during the implementation must be included in the proposal. Proposals will be evaluated on the program management methodologies and realistic work breakdown schedules and timelines. The Offeror shall include a project management approach to track the delivery of products and services related to this contract and to work with the COR and House staff. This includes the following:

- \* Project Management methodology
- \* Proper planning for work breakdown and schedules
- \* Service Team structures
- \* Methods for reporting performance of work on an accurate and objective basis and to identify and problems or issues as early as possible
- \* Working relationship with the COR and House staff

The Offeror shall provide resumes of all senior technical staff and key program management personnel.

Note: Offerors whose products are misrepresented during the solicitation phase, who are subsequently awarded a contract, will be subject to the penalty provisions of the contract.

C. Corporate Capabilities and Past Experience

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 30 of 33
---------------------	-----------------------------	---	---------------

This section shall contain the Offeror's corporate capabilities and past experience (in performing similar services). The Offeror shall provide a general description of the company and its structure, including overall corporate capabilities and product offerings. The Offeror shall provide applicable corporate and/or Federal government support experience performing similar services. Project descriptions shall be no more than 3 pages in length, and shall include:

- \* Name and Address of Agency
- \* Contact name, title and current phone number
- \* Period of performance
- \* Description of Project including list of deliverables
- \* Key personnel involved
- \* Number of System Active Users
- \* Dun & Bradstreet Number for the purposes of performance and credit history validation

Provide organization charts showing the chain of command of supervision and management staff proposed for the contract. Provide background and qualifications of the Program Manager to be assigned to the operation and a brief resume on the key management personnel listed in the chain of command (2 page maximum).

The Offeror shall include proposed staffing that addresses the management and timing of staffing decisions for assigning people to the project and removing them from the project. The staffing approach must be definitive enough to provide the House with a clear understanding of how the offeror intends to staff this contract (with key and non-key technical personnel) to successfully meet all the requirements of the statement of work.

Column heads for Project Staffing Table, for guidance only:

Name, proposed position and labor category , proposed labor rate, position description, key or non key staff indication

Additionally, the Offeror shall submit personnel resumes (2 pages per person maximum) for key personnel and non-key technical personnel who shall be assigned to this contract.

Provide pertinent experience and qualifications in conducting similar services as stated in the solicitation, and specifically, corporate stability and sound organizational qualities. Demonstrated financial capability sufficient to provide resources to finance day-to-day operations for legislative branch customers.

The Offeror shall provide references for three (3) current or recent (within three years) customers and three (3) past customers, preferably in the public sector. List the agency name and address, name and title of the client contact, telephone number, opening date, building population (clients served), description of contract deliverables, pick-up and delivery sites, annual dollar value, performance periods, and type of contractual arrangements; e.g., percentage of sales, fixed price, management fee or other.

Binder I - Administrative and Price Proposal. Binder I shall be divided into the following distinct and marked parts:

- (1) "Section A of RFP." The Offeror shall insert Section A of this solicitation with all required/applicable blocks completed.
- (2) "Section B Price Schedules." Offeror shall complete Section B and provide a proposed price which will address all requirements as well as others the Offeror may wish to offer.
- (3) "Section G Contract Administration". Offeror shall complete the required sections of Section G.
- (4) "Section K - Representations, Certifications, And Statements of Offerors." Offeror shall complete the required clauses of Section K.
- (5) Provide pertinent experience and qualification in conducting similar services as stated in the solicitation, and specifically, corporate stability and sound organizational qualities. Demonstrated financial capability sufficient to provide resources to finance day-to-day operations for legislative branch customers.

Binder II - Technical Proposal. Binder II shall be divided into the following distinct and marked parts:

- (1) Management/Technical Approach - The Offeror shall describe the overall approach to providing services in accordance with specifications herein. The proposal should discuss planned approaches to meet the requirements called for in the statement of work and other opportunities for the Offeror and the Office of the Clerk to work as partners in improving the House environment.

The extent of the plans and procedures proposed to accomplish the tasks specified in Section C (and any corresponding appendices in Section J) must be clearly described. Evidence that an appropriate and sound project management approach will be used during the implementation must be included in the proposal. Proposals will be evaluated on the program management methodologies and

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 31 of 33
---------------------	------------------------------------	--	---------------

realistic work breakdown schedules and timelines. The Offeror shall include a project management approach to track the delivery of products and services related to this contract and to work with the COR and House staff. This includes the following:

- \* Project Management methodology
- \* Proper planning for work breakdown and schedules
- \* Service Team structures
- \* Methods for reporting performance of work on an accurate and objective basis and to identify and problems or issues as early as possible
- \* Working relationship with the COR and House staff

The Offeror shall provide resumes of all senior technical staff and key program management personnel.

Note: Offerors whose products are misrepresented during the solicitation phase, who are subsequently awarded a contract, will be subject to the penalty provisions of the contract.

(2) Technical Proposal - product sample and specifications must comply with Section C.

(3) Provide pertinent experience and qualification in conducting similar services as stated in the solicitation, and specifically, corporate stability and sound organizational qualities. Demonstrated financial capability sufficient to provide resources to finance day-to-day operations.

(4) Offeror shall provide references for three current or recent (within three years) customers and three past customer, preferably in the public sector. List the agency name and address, name and title of the client contact, telephone number, opening date, building population (clients served), description of contract deliverables, pick-up and delivery sites, annual dollar value, performance periods, and type of contractual arrangements; e.g., percentage of sales, fixed price, management fee or other.

<b>Solicitation</b>	<b>Document No.</b> CLK08000065	<b>Document Title</b> Document Production - LRC	Page 32 of 33
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## SECTION M -- EVALUATION FACTORS FOR AWARD

### M.1 HC.13.001 EVALUATION FACTORS FOR AWARD

JULY 2001

The House may make one or more award to Offeror(s) whose proposals meet the minimum requirements as stated in this RFP. Proposals will be evaluated based on the following evaluation factors that are listed in descending order of importance:

- (1) Technical approach
- (2) Management approach
- (3) Corporate capabilities
- (4) Past performance
- (5) \*Price

\*The proposal is presumed to represent the Offeror's best efforts to respond to the solicitation. Any inconsistency, whether real or apparent between promised performance and price, must be explained in the proposal. For example, if unique and new approaches are the basis for an abnormally low estimate, the nature of these approaches and their impact on price must be explained. Any significant inconsistency, if unexplained, raises a fundamental issue of the Offeror's understanding of the nature and scope of the work required. It also may reflect on the Offeror's ability to perform the contract within the financial restraints and may be cause for rejection of the proposal. The burden of proof as to price credibility rests with the Offeror.

1. Risk Assessment. Price proposals will be evaluated to identify and assess potential risks, which may be inherent in the Offeror's approach. The estimated costs to correct any deficiencies in the Offeror's proposal will also be evaluated.
2. Price Realism. Proposed pricing will be evaluated not only to determine if the price is reasonable, realistic, and affordable, but also to determine the Offeror's understanding of the requirements.
3. Price. Evaluation factors other than price, when combined, are significantly more important than price.

### M.2 HC.13.002 CONTRACT AWARD

JULY 2001

a. The House may award multiple contracts resulting from this solicitation to the responsible Offeror(s) whose offer conforms to this solicitation, taking into account the factors contained in M.1 "Evaluation Factors for Award".

b. The House may:

- (1) reject any or all offers, if such action is in its interest,
- (2) waive informalities and minor irregularities in offers received.

c. The House intends to evaluate proposals and to award one/multiple contracts without discussion. Therefore, each initial offer should contain the Offeror's best terms. However, the CO reserves the right to conduct discussions if they are later determined to be necessary.

### M.3 HC.13.003 EVALUATION OF QUOTES

MAY 2002

<b>Solicitation</b>	Document No. CLK08000065	Document Title Document Production - LRC	Page 33 of 33
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The House will select based on an integrated assessment of the Offeror's management approach, corporate capabilities/past performance, and cost.

## Section J – Attachments

- Appendix A: Affirmation of Non Disclosure Form – 1 page
- Appendix B: Sample Staffing Plan – 1 page
- Appendix C: Delivery Instructions from United States Capitol Police – 1 page
- Appendix D: Primary Printer – 2 pages
- Appendix E: Secondary Printer – 1 page
- Appendix F: Room Lay-Out – 1 page



## Appendix B: Sample Staffing Plan

SAMPLE PROJECT STAFFING TABLE – *For guidance purposes only*

Name	Proposed Position And Labor Category	Proposed Labor Rate	Position Description	Key Non/Key
Name #1	Project Manager	\$100/hr	Overall responsibility of project 6 years PM experience required, etc.	Key
Name #2	Senior Software Engineer	\$150/hr	Designs major NT systems, 10 years min. experience, etc.	Key
Name #3	Systems Analyst	\$80/hr	Evaluates system processes, 5 years min. experience, etc.	Non
Name #4	Technical Writer	\$75/hr	Writes technical manuals, 6 years min. experience, etc.	Key

UNITED STATES CAPITOL POLICE  
WASHINGTON, DC 20510 – 7218

**Delivery instructions for items sent by national overnight shipper (e.g. FEDEX, UPS, Airborne, and DHL)**

All packages must have the recipient's phone number on the shipper's label entered as (202) 226-3440, and the following information on the shipping label or recorded next to the label:

U.S. House of Representatives' Purchase Order/Contract Number: (insert number, mandatory)

Deliver to: (Ultimate recipient's name, office, building, room number, and telephone number, if known).

**Delivery instructions for items sent by local shippers:**

Effective Monday, June 10, 2002, **All** delivery vehicles en route to the U.S. Capitol Complex, **to include the House Office Buildings**, will be required to proceed to the U.S. Capitol Police Off-Site Delivery Center for inspection prior to making any deliveries.

All delivery vehicles will be required to report to the Off-Site Delivery Center of the U.S. Capitol Police, located at 40 P Street, S.E., for inspection before proceeding to the Capitol Building via the North Barricade on Constitution Avenue, N.E., the loading dock of the Senate Office Building located on D Street, N.E., the loading dock of the Ford House Office Building on Virginia Avenue, S.W., or the Delaware Avenue, S.W. access point for the Rayburn, Longworth, and Cannon House Office Buildings' loading docks.

No deliveries will be accepted unless the vehicles have been processed at the Off-Site Delivery Center. The hours of the Off-Site Delivery Center are 5:00 a.m. to 2:00 p.m., Monday through Friday.

In order to gain access to the loading docks of the Capitol and the House and Senate Office Buildings, you are required to have a letter on file with the United States Capitol Police. The letter must be on company letterhead stationery accompanied by the signature of the owner, president, or manager. Requests for access must be renewed three (3) times per year, April 30, August 31, and December 31, and should contain the following information:

1. Name of Company
2. Name of Drivers/Employees Requiring Access
3. Social Security Number for Each Driver/Employee
4. Date of Birth for Each Driver/Employee
5. Building(s) to be Accessed
6. Company Contact Person and Phone Number

The above information must be provided to:

United States Capitol Police  
Operations Division  
119 D Street, N.E.  
Washington, D.C. 20510-7218  
FAX: 202-224-4505

Any questions can be directed to the Operations Division of the United States Capitol Police at 202-224-0908.

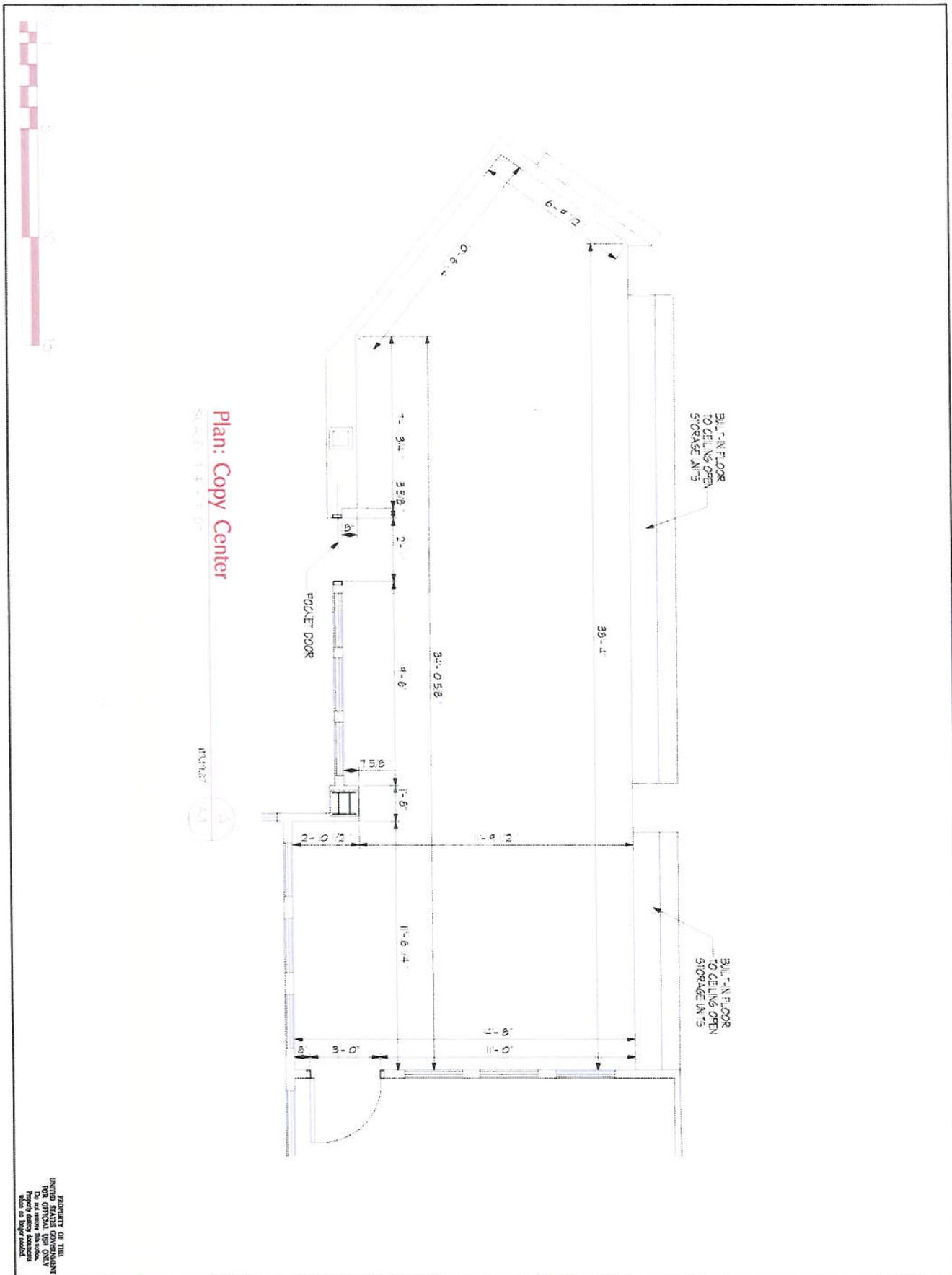
LRC Document Production Requirements  
Appendix D-Primary Printer  
9/13/2007

<b>PRIMARY PRINT FUNCTIONS</b>		
Must print in black and white		Mandatory
Must print at 600 x 600 dpi resolution at a minimum		Mandatory
Must print on standard, legal, and ledger sized paper		Mandatory
Must print on paper weight up to 110 lbs at a minimum		Mandatory
May print on textured paper and transparencies		Optional
Scan Rate: 120 images per minute minimum speed for single and double sided documents		Mandatory
Print Speed: 8.5" x 11"/A4-sized media: 120 images per minutes - and for 11"x 17"/ A3- sized media 72 images per minute		Mandatory
Must print on tabbed stock		Mandatory
<b>PRIMARY SOFTWARE</b>		
<b>Operating System Drivers and Software</b>		
Must have the ability to interface with Windows XP		Mandatory
Should have the ability to interface with Windows Vista		Optional
Must have available the following Print Submission Drivers: Microsoft Windows 95 through Windows XP Professional, Vista, apple Mac OS 8 through Macintosh OS X, Sun Microsystems Solaris 2.6, 7, x, 8, x, Linux 2.x, XDS Plus, proprietary web user interface		Mandatory
<b>Print Management Interface Capabilities</b>		
Must receive electronic files for printing, assign a unique job ID, and store each job in a queue for printing		Mandatory
Should allow the operator to assign or designate desired paper tray for job		Mandatory
Must allow the operator(s) to review current and completed jobs via print terminal and/or from personal computer		Mandatory
Must allow the operator to pause and resume print job or cancel altogether the print job		Mandatory
Must allow the operator to re-print completed print jobs		Mandatory
Must allow the operator to manage print queue and route print jobs to desired printer via networks		Mandatory
Must allow the operator to create print queues that will route jobs automatically to multiple printers on the network		Mandatory
Should allow user/operator to modify finishing features required for a single print job received		Mandatory
Must provide the ability to convert print jobs received to postscript if they are not formatted properly		Mandatory
<b>Pre-Print Editing Software</b>		
Must provide the ability to review print jobs and edit them before printing (layout, adjust margins, insert crop marks, and remove marks)		Mandatory
Should allow user to assign various paper stock for any page in a single document		Mandatory
Should allow user to designate pages for blank/pre-printed materials to be inserted in a single document		Mandatory
Must allow user to assign required finishing features required for a single document		Mandatory
Must provide the ability to save/convert print jobs received to PDF or TIFF files if they are not formatted properly		Mandatory

LRC Document Production Requirements  
Appendix D-Primary Printer  
9/13/2007

<b>PRIMARY HARDWARE</b>	<b>Priority</b>
Total size of equipment and clearances must not exceed the dimensions of the room (see Appendix C)	Mandatory
Must have TCP/IP network connectivity	Mandatory
Must have Ethernet interface (100/1000 Base T) for Windows connections	Mandatory
Must have a print controller with comparable or better features than the ASPEN (SUN print Controller)	Mandatory
A monitor, keyboard, CD-ROM or DVD drive and mouse	Mandatory
A document scanner with minimum optical 600x600 dpi scan. Ability to scan to file resolution up to 1200 dpi.	Mandatory
Minimum Main Storage Memory 2 GB	Mandatory
Internal EIDE 48 X CD-ROM	Mandatory
Must have a Internal Hard Drive with minimum 100 GB capacity	Mandatory
Secondary hard drive minimum 150 GB capacity	Optional
Minimum of two USB ports	Mandatory
<b>Paper Capacity/Handling</b>	
Must store a minimum of 1,500 sheet per drawer	Mandatory
Minimum total storage capacity of 8,000 sheets of 20 lbs stock	Mandatory
Must store 8.5x11 and 11x17 inch paper per drawer	Mandatory
Should store 8.5 x 14-inch paper per drawer	Optional
Must feed up to 110 lb paper stock per drawer	Mandatory
Should feed bond, stock, and cover grade paper	Optional
Must identify different paper size and weight for each drawer	Mandatory
Must determine the paper stock per drawer, and switch dynamically based on paper size or weight	Mandatory
Must allow the insertion of pre-printed materials for any page in a print job	Mandatory
<b>Finishing Capabilities</b>	
Must provide the ability to single and double staple a minimum of 100 sheets of 20 lb stock with multiple positioning	Mandatory
Must provide the ability to create inline signature booklets (with inline staple minimum of 22 11X17 sheets)	Mandatory
Should provide the ability to single or double fold and staple a minimum of 22 sheets of 20 lb stock to create pamphlets	Optional
Must provide the ability to trim the edge of printed booklets	Optional
Must provide the ability to bind a minimum of 350 sheets of 20 lb stock	Optional
Should bind materials using a spiral binding or tape	Optional
Should bind all sizes of paper that can be printed	Optional
Should provide the ability to 2/3 position punch a minimum of 100 sheets of 20 lb stock	Optional
Must stack and collate a minimum of 5000 sheets of 20 lb stock straight or offset per tray	Mandatory
Should allow for multiple stack trays so printing can continue while a stack is being removed from the printer	Optional
<b>MAINTENANCE &amp; TROUBLESHOOTING</b>	
<b>Priority</b>	
Must display troubleshooting alerts when the printer experiences a problem. These alerts should be logged and available through print terminal. Additionally any print codes should be displayed as well. Hints and/or instructions should be available or displayed for operator use to correct general/routine problems.	Mandatory
Must provide automated service requests to alert the operator when the printer needs maintenance	Mandatory
Must provide 24/7 service availability and respond to service calls within 2 hours with Vendor certified technician	Mandatory
Should provide email alerts to the operator for service requests	Optional
<b>TRAINING</b>	
<b>Priority</b>	
Must provide operation manuals covering all features of the printer, in print and/or electronic form. This material should assist the user/operator in troubleshooting printer problems.	Mandatory
Must provide operator training by certified personnel covering all functions and basic troubleshooting operation.	Mandatory

<b>SECONDARY PRINT FUNCTIONS</b>	<b>Priority</b>
Must print in black and white as well as color	Mandatory
Must print at 600 x 600 dpi resolution at a minimum	Mandatory
Must print on standard, legal, and ledger sized paper	Optional
Must print on paper weight up to 110 lbs at a minimum	Mandatory
105 ppm minimum print speed for single sided black and white documents	Mandatory
<b>SECONDARY SOFTWARE</b>	
Must have the ability to interface with Windows XP	Mandatory
Should have the ability to interface with Windows Vista	Optional
Must have available the following Print Submission Drivers: Microsoft Windows 95 through Windows XP Professional, Vista	Mandatory
<b>Print Management Interface Capabilities</b>	
Must receive electronic files for printing, assign a unique job ID, and store each job in a queue for printing	Mandatory
Should allow the operator to assign a particular job to a particular paper tray	Mandatory
Must allow the operator to review current and completed jobs	Mandatory
Must allow the operator to pause and to resume printing or cancel job completely	Mandatory
<b>SECONDARY HARDWARE</b>	
Total size of equipment and clearances must not exceed the dimensions of the room (See Appendix C)	Mandatory
Must have TCP/IP network connectivity	Mandatory
Must have Ethernet interface (100/1000 Base T) for Windows connections	Mandatory
Must have a print controller with comparable or better features than the ASPEN (SUN print Controller)	Optional
Must have a user interface panel	Mandatory
<b>Paper Feed Functions</b>	
Minimum total storage capacity of 4,000 sheets of 20 lbs stock	Mandatory
Must allow for a minimum of 3 drawer feeds	Mandatory
Must store 8.5x 11 and 11x17 inch paper per drawer	Mandatory
Must feed up to 110 lb paper stock per drawer	Mandatory
Should feed bond, stock, and cover grade paper	Optional
Must identify different paper size and weight for each drawer	Mandatory
Must determine the paper stock per drawer, and switch dynamically based on paper size or weight	Mandatory
<b>Finishing Capabilities</b>	
Must provide the ability to single and double staple a minimum of 100 sheets of 20 lb stock with multiple positioning	Mandatory
Must be able to create inline signature booklets (with inline staple minimum of 15 11X17 sheets)	Mandatory
Should provide the ability to 2/3 position punch a minimum of 100 sheets of 20 lb stock	Optional
<b>MAINTENANCE &amp; TROUBLESHOOTING</b>	
Must display troubleshooting alerts when the printer experiences a problem. These alerts should be logged and available through print terminal. Additionally any print codes should be displayed as well. Hints and/or instructions should be available or displayed for operator use to correct general/routine problems.	Mandatory
Must provide automated service requests to alert the operator when the printer needs maintenance	Mandatory
Must provide 24/7 service availability and respond to service calls within 2 hours	Mandatory
Should provide email alerts to the operator for service requests	Optional
<b>TRAINING</b>	
Must provide operation manuals covering all features of the printer, in print and/or electronic form. This material should assist the user/operator in troubleshooting printer problems.	Mandatory
Must provide operator training by certified personnel covering all functions and basic troubleshooting operation.	Mandatory



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A.1	<b>Chob B-106: Copy Center</b>	PROJECT: Chob B-106 CLIENT: House Office Building ARCHITECT: THE ARCHITECTURE OF THE CAPITOL DATE: 11/11/11 DRAWING NO.: 23-902
	LEGISLATIVE RESOURCE CENTER 2007 Non-Transition Space Alteration	